

AuthentiCare 2020/21 Delaware Training Offerings

Course	Who should attend	Registration Information
Aggregator Workshop	Providers who are using their own EVV systems should attend the Aggregator workshop	https://attendee.gotowebinar.com/rt/3398472104779349261 11/17/2020 1:00-3:00pm 12/09/2020 10:00am-12pm 12/17/2020 10:00am-12pm Recording is available here: https://attendee.gotowebinar.com/recording/5598788386952716815
FMSA Training	FMSA staff who will be using the AuthentiCare solution or supporting workers and/or providers who do.	https://attendee.gotowebinar.com/register/8571139950483425291 12/10/2020 1:30-3:30pm 12/22 1:30-4:00 https://attendee.gotowebinar.com/register/9183014874248671755 12/29 9-11:30 https://attendee.gotowebinar.com/register/5259699001111666187
MCO Training	MCO staff who will be using the AuthentiCare solution to review authorizations, visit and claims data and reports.	https://attendee.gotowebinar.com/rt/2110268888183092747 12/7/2020 1:30-3:30pm 12/17/2020 1:30-3:30pm
Provider Training	Fiserv will train Provider Agency EVV Admin staff up to 3 people per agency, on how to utilize AuthentiCare web portal for Reports, Claims and other applicable processes.	https://attendee.gotowebinar.com/rt/1410252715733096203 12/16/2020 9:00-11:00am 12/22/2020 9:00-11:00am 12/29/2020 1:00-3:00pm 01/06/2021 9:00-11:00am
Training for Trainers	Trainers and individuals identified as responsible for training others within their agency or worker staff.	https://attendee.gotowebinar.com/rt/2609348211147646731 12/15/2020 9am-12:00pm 12/28/2020 9am-12:00pm 1/05/2021 9am-12:00pm
State Training	DMMA Staff and designated contractors	https://register.gotowebinar.com/rt/2476718521553571598 12/14/2020 9:30-11:30 am

Aggregator-Only Authenticare Provider Training	Providers using Aggregator Only with an existing EVV solution	https://attendee.gotowebinar.com/register/5213972511418976781 1/19/21 9:00-11:00am 1/20/21 1:00-3:00pm
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AuthentiCare Overview

Registration Link

Recording is available [here](#).

Note: Session starts at approximately 5 min in.

Course Overview

Electronic Visit Verification (EVV) is an electronic-based system that collects information through a secure website, a mobile application (“app”) or a telephone. Federal law, Subsection 1 of Section 1903 of the Social Security Act (42 U.S.C. 1396b) , requires all states to implement EVV for Medicaid-funded personal care and home health care services.

States can select and implement their own EVV design. DMMA has partnered with Fiserv in the implementation of an Electronic Visit Verification (EVV) system. In this informational session, you will learn more about the AuthentiCare EVV Solution. Topics Include:

- 21st Century Cures Act
- EVV System Features
- Devices
- Introduction to AuthentiCare
- AuthentiCare Functionality
 - AuthentiCare Workflow Overview
 - Getting Started
 - Managing Information
 - Authorizations
 - Claims
 - Reports
- Training Information

Who should attend?

Providers, MCOs and FMSAs planning to use the AuthentiCare EVV solution.

Course Schedule

Date	Method	Recording Link
10/19/2020	Prerecorded On Demand	https://attendee.gotowebinar.com/recording/2504474593214777602
10/22/2020		
Recording is available		

Aggregator Workshop

Registration Link

[Aggregator Training](#)

Course Overview

The AuthentiCare Data Aggregator is the interface engine that collects visit data from third-party EVV systems and feeds that information into AuthentiCare®. The AuthentiCare Data Aggregator workshop provides an open specification for all third-party EVV systems to integrate with the Aggregator and ensure the claim adjudication process is seamless.

Participants will learn how to use the tools and templates needed to support the data gathering, file creation, and upload or file transfer process using the file layout designer. Navigate technical documentation available to use the aggregator and understand how the AuthentiCare EVV Data Aggregator normalizes data across all EVV vendors

Who should attend?

Providers who are using their own EVV systems should attend the Aggregator workshop to understand the requirements of the data exchange requirements and the toolkit available to assist them with this process.

Date	Method	Registration Link
11/17/2020	Virtual Instructor Led	<u>https://attendee.gotowebinar.com/rt/398472104779349261</u>
12/09/2020		
12/17/2020		

FMSA Training

Registration Link

[FMSA Training](#)

Course Overview

FMSA training will including the AuthentiCare web portal, integration with the MMIS, as well as the mobile application. Participants will learn how to:

- Log into AuthentiCare and get started
- Search and find all necessary program Provider Agencies, member, authorization, visit and claim data
- Perform visit .maintenance, the process for making corrections to clock-in and clock-out information in the EVV system to accurately reflect the delivery of services Add Care Givers
- Generate and schedule reports

Who should attend?

FMSA staff who will be using the AuthentiCare solution or supporting workers and/or providers who do.

Date	Method	Registration Link
12/10/2020	Virtual Instructor Led	<u>https://attendee.gotowebinar.com/register/8571139950483425291</u>
12/22/2020	Virtual Instructor Led	<u>https://register.gotowebinar.com/register/9183014874248671755</u>
12/29/2020	Virtual Instructor Led	<u>https://attendee.gotowebinar.com/register/5259699001111666187</u>

MCO Training

Registration Link

[MCO Training](#)

Course Overview

Fiserv will train MCO's on the logging in, usage, searching and reporting elements of AuthentiCare. Participants will learn how to:

- Log into AuthentiCare and get started
- Search and find all necessary program Provider Agencies, member, authorization, visit and claim data
- Perform visit .maintenance, the process for making corrections to clock-in and clock-out information in the EVV system to accurately reflect the delivery of services Add Care Givers
- Generate and schedule reports

Who should attend

MCO staff who will be using the AuthentiCare solution to review authorizations, visit and claims data and reports.

Date	Method	Registration Link
12/7/2020	Virtual Instructor Led	https://attendee.gotowebinar.com/rt/2110268888183092747
12/17/2020		

Provider Training

Registration Link

[Provider Training](#)

Course Overview

Training for Provider agencies, addresses the administrative hub for AuthentiCare. This includes claims, scheduling, visit maintenance, onboarding workers and system monitoring. Training topics include:

- Log into AuthentiCare and get started
- Search and find all necessary provider, client, authorization, and claim data
- Add Workers
- Create schedules (optional)
- Create claims on the web and perform claim maintenance
- Generate and schedule reports
- Perform visit .maintenance, the process for making corrections to clock-in and clock-out information in the EVV system to accurately reflect the delivery of services Add Care Givers

Who should attend

Fiserv will train Provider Agency EVV Admin staff up to 3 people per agency, on how to utilize AuthentiCare web portal for Reports, Claims and other applicable processes.

Date	Registration Link
12/16/20	<u>https://attendee.gotowebinar.com/rt/1410252715733096203</u>
12/22/20	
12/29/20	
01/06/21	

Training for Trainers

Registration Link

[Training for Trainers](#)

Course Overview

Fiserv provides Instructor led virtual training on how Agencies should train both the Workers in their Agencies on the AuthentiCare Mobile Application and Interactive Voice Response (IVR) solution for visit confirmation and any associated Agency staff utilizing AuthentiCare System from a user or admin perspective for claims, visits, reports, scheduling.

Curriculum:

- Understanding Claims process in AuthentiCare
- Visit maintenance
- Onboarding workers and system monitoring
- Training Workers on Mobile Application and IVR

Who should attend

Trainers and individuals identified as responsible for training others within their agency or worker staff.

Fiserv will supply instructions, guidelines, handouts and hold workshops on how Provider Agencies should train Workers in the AuthentiCare EVV solution.

Course Schedule

Date	Registration link
12/15/2020	<u>https://attendee.gotowebinar.com/rt/2609348211147646731</u>
12/28/2020	<u>https://attendee.gotowebinar.com/register/668589243409483533</u>
01/05/2021	<u>https://attendee.gotowebinar.com/rt/2609348211147646731</u>

State Staff Training

Registration Link

[State Training](#)

Course Overview

Training for Delaware DMMA will demonstrate the read-only, dashboard and reporting capabilities in AuthentiCare for their associated roles.

Who should attend

DMMA Staff and Designated Contractors

Course Schedule

Date	Method	Registration link
12/14/2020	Virtual Instructor Led	https://register.gotowebinar.com/rt/2476718521553571598

Aggregator-Only Authenticare Provider Training

Registration Link

[Registration Link](#)

Course Overview

Training for Providers that will only be using the Aggregator.

Who should attend

Providers who are using an EVV system other than Authenticare who need to understand steps to view claims, edit/modify, and clear exceptions

Course Schedule

Date	Method	Registration link
01/19/2021	Virtual Instructor Led	https://attendee.gotowebinar.com/register/5213972511418976781
01/20/2021	Virtual Instructor Led	TBD
